

Booking Conditions

1. The Contract

The Booking Form, these Booking Conditions, the brochures of which the Booking Form forms a part (if any) and any acceptance of a booking by Dnata Holidays (the "Company") form the sole basis of the contract between the Company and the person signing the Booking Form (the "Client"), who is deemed to sign for himself/herself and as agent for all persons included in the booking (whether named or not). The Client guarantees that he/she has the authority to accept, and does accept, on behalf of all persons included in the booking, these Booking Conditions. The Client also accepts full responsibility for paying for all persons included in the booking and for keeping such persons advised of the booking details.

A Contract will exist as soon as we issue our confirmation invoice. The Client is required to check its contents carefully and, in the event of any discrepancies, to contact the Company immediately.

No employee or agent of the Company has authority to vary these Conditions. In these Conditions "Dnata Holidays" means Dnata, a member of the Emirates Group of companies.

The Contract between the Company and the Client shall be governed by and construed in accordance with the laws of and applicable in Dubai and subject to the jurisdiction of the Courts of Dubai.

2. Booking

(a) A booking is made by a Client who submits a duly completed and signed Booking Form accompanied when appropriate by the required deposit or full payment. The Company will not accept any bookings other than those received on a completed and signed Booking Form (see rear of this brochure). A booking is accepted by the Company only if and when it issues confirmation of its acceptance of the booking and availability of the relevant accommodation, flights and other relevant facilities. Once the full payment has been made for an accepted booking, the Company will issue to the relevant document. The Client will be required to present this to the relevant hotel, car hire or other supplier of ground services included in the booking in order to obtain the relevant services.

(b) Where a booking is made directly by a Client with the Company, communications to the Client will be sent to the address given in the Booking Form. Where a booking is made through a travel agent, communications from the Company will be sent to the agent who, as regards communications from the Company to the Client, is the agent of the Client. All monies paid to the travel agent are held by it as agent of the Client until such time as the booking may be accepted by the Company and thereafter as agent of the Company.

3. Payment / Deposit

A deposit of 10% (minimum AED350) of the total holiday cost must be paid by the Client within 24 hours of confirmation of the booking. The full amount/balance is payable for all bookings made at least 28 days before departure. If any money, be it a deposit or full payment, is not received by the due date, the Company reserves the right to treat the booking as cancelled by the Client who will then be liable for the cancellation charges specified in Clause 6(b)(ii) below. If, for any reason, a booking is not accepted by the Company, all monies paid to the Company by the Client for that booking will be refunded and the Company shall have not have any further liability to the Client.

N.B. Some of our air fares and land arrangements must be paid in full at the time of the booking and also carry a 100% cancellation charge. If this is the case, we will advise you at the time of booking.

4. Facilities included in or excluded from the holiday price

The price of any holiday booked includes only the items specified in your confirmation. It does not include items of a personal nature including, but not limited to, insurance, transport to or from the airport at the point of first departure, refreshments, meals unless specified, optional excursions, passport and visa fees, portorage, gratuities or taxes, unless otherwise specified, which shall in each and every case be the responsibility of the Client. Hotel check-in/out times are fixed and there are no guarantees for early/late check-in/out unless paid for.

5. Travel documentation

It is the personal responsibility of all persons included in the booking to obtain and carry a valid passport and other documents including visas and international certificates of vaccination required for travel to, from and in the holiday destination. The Company shall not be liable for any inconvenience, expense, loss or damage of any kind incurred by reason of failure to obtain or produce, or by the loss of, such documents.

6. Change or cancellation of bookings

(a) By the Company

(i) It is unlikely that the Company will have to make any alteration to a booking which has been accepted by it, but sometimes circumstances change and alterations have to be made. The Company reserves the right to make alterations but, if any such alteration is material, it will offer the Client the options of accepting the alteration or accepting any other holiday which may be offered by the Company or cancelling the booking and receiving a full refund of all monies paid. A material change for this purpose means (A) a change to the departure date (but not a change to a flight, flight times or flight routes) or (B) a change to a lower standard of accommodation. If the Client accepts a change to a lower standard of accommodation, a refund will be made to reflect the lower cost of accommodation.

(ii) The Company may cancel a booking at any time when necessary because of events beyond its control, or an overbooking which arises from the default or omission on the part of any person such as a carrier or a hotelier providing any services comprised in the booking. The Company will inform the Client of any such event as soon as practicable, and at its discretion refund monies paid or, where practicable, offer the Client a comparative alternative holiday for any booking so cancelled. The Company will be under no further liability to the Client whatsoever in such circumstances. The Company shall not be liable for any changes to a holiday made after departure due to events beyond its control.

Examples of events beyond the control of the Company include but are not limited to war or threat of war, civil disturbance, political unrest, terrorist activities, industrial disputes, strikes, fire, floods and other natural disasters, acts of God, acts of government, closure of airports, weather and failure of a carrier, hotelier or other person to operate services for any reason.

(b) By the Client

(i) If the Client wishes to change his/her booking after confirmation, the Company will endeavour to accommodate these changes. In view of the additional work involved the Company reserves the right to make a charge of AED200 each time a change or amendment is made to a confirmed booking at the Client's request. Any alterations to a confirmed booking requested less than two weeks before departure will be treated as a cancellation of the Client's original booking and cancellation charges as detailed in paragraph 6(b)(ii) below will apply. Any new arrangements will be regarded as an entirely new booking. All requests for alterations must be made or confirmed in writing.

N.B. Certain travel arrangements may not be changeable after a reservation has been made and any change request could incur a cancellation charge of up to 100% of that part of the booking.

(ii) Should a Client wish to cancel a booking, the Client must give the Company written notice to that effect signed by the Client. Cancellation will take effect on the date of receipt by the Company of such written notice. To cover the estimated loss to it caused by cancellation, the Company will apply cancellation fees which are payable by the Client in accordance with the scale below:

Cancellation Charges:

The below cancellation charges are valid for all inclusive holiday packages which include flights, hotels and other services

Days before departure	Percentage of total holiday cost
29 and over	Deposit Only
28-21	30%
20-15	50%
14-7	75%
6 – 0 & no shows	100%

N.B. Peak Season bookings – due to airline and hotel requirements, full cancellation charges may apply during the following periods – New Year, Eid holidays and school holidays.

For accomodation and land only bookings, cancellation charges may vary and will be quoted at time of booking.

7. Dnata Holidays Insurance

The Client's attention is drawn to the insurance cover available from the Company to protect against such risks.

(a) Insurance Premium Per Person

(All rates are quoted in US Dollars)

Period	Worldwide	
	Not Exceeding	Worldwide Excluding USA,
Canada	including USA, Canada	
5 DAYS	\$32	\$52
10 DAYS	\$46	\$64
16 DAYS	\$54	\$72
30 DAYS	\$70	\$98
45 DAYS	\$94	\$124
60 DAYS	\$112	\$164
90 DAYS	\$136	\$192

Rates of cover for over 90 days and annual multi-trip is available on request.

Notes:

- Children aged 3-17 years inclusive accompanying parents pay 50% of the above premiums. Infants under 3 years are free of charge
- Winter Sports cover add 100% to single trip premiums only.
- Sub Aqua cover add 50% to single trip premiums only.
- Maximum age of acceptance will be 65 years from date of travel

- We reserve the right to ask for special terms or to decline this proposal
- Cover does not begin until the payment for the premium has been received

Dnata Holidays insurance is operated by Holiday Guard Travel Insurance. The certificate is arranged by Status Insurance Management Limited, a company authorised and regulated by the Financial Services Authority, and is underwritten by Dubai Islamic Insurance & Reinsurance Co.(Aman).

(b) Insurance Benefits

Summary of sums insured per person in US dollars.

Section	Upto	Excess
Personal Accident		
Death	\$25,000	Nil
Loss of eye(s) or limb(s)	\$25,000	Nil
Permanent Total Disablement	\$25,000	Nil
Temporary Total Disablement	\$120 per week	Nil
Emergency Medical and Other Expenses		
Medical Expenses	\$5,000,000	\$50
Hospital In-Patient Benefit	\$500	Nil
Personal Possessions & Money		
Personal Possessions	\$3,500	\$50
- Single Article Limit	\$500	
- Valuables Limit	\$750 in total	
Delayed Personal Possessions	\$800	
- After 12 hours delay	\$200	Nil
- Each subsequent full 12 hour delay	\$100	
Passport Indemnity	\$500	\$50
Personal Money	\$750	\$50
Cancellation/Curtailment Charges	\$5,000	\$50
Loss of Deposit		\$10
Interruption of Travel Services	\$300	Nil
Personal Liability	\$1,000,000	\$50
Hijack	\$7,500	Nil
- Each full 24 hour period	\$150	
Departure Delay	\$100	Nil
- After 12 hour delay	\$20	
- Each subsequent 12 hour delay	\$10	
Missed Departure	\$1,000	\$50
Departure Delay Cancellation	\$5,000	\$50
Legal Expenses	\$15,000	Nil

For full details of your benefits, please call our holiday planners on (+971) 800 8118

(c) Refunds

Refunds will not be made for services not used by the Client except in accordance with the above provisions where notice of cancellation of a booking is received by the Company. All refunds which are due to the Client will be processed within 30 days of receipt of written cancellation. No refunds will be given for unused services.

8. The Company's responsibility and Conditions of Carriage

(a) General

(i) The Company does not accept, and hereby excludes, all liability for the acts or omissions whether negligent or otherwise of airlines, coach operators, hoteliers or any person providing goods or services in connection with any booking, unless such person is either employed by it and acting within the scope of his/her employment or is its agent under its control.

(ii) The Company accepts no liability for any loss or damage caused by events beyond its control.

(iii) Where properties are not featured in the Company's brochures, the Company will not be liable for any claims that such properties booked by the Client's express request do not satisfy the Client's expectations.

(iv) All information concerning the hotels and resorts used by the Company is continually checked to ensure that it is correct at the time of booking. Every effort has been made to ensure that the accuracy of descriptions and information. However, the Company is not always able to control all components of the holiday arrangements and it is possible that an advertised facility may be withdrawn due to weather conditions, lack of demand or for hotel maintenance and renovations. For this, the Company accepts no responsibility.

(v) All airlines and cruises are subject to operational delays, change of aircraft / ship and routing, over which the Company has no control, but when such changes are made, the Company will endeavour to minimise any inconvenience.

(b) Third Party Conditions

(i) The Company is not itself a provider of accommodation, ground services or tours nor does it control the third parties who provide such services in connection with the Client's booking.

(ii) All bookings are accepted and all arrangements are made by the Company subject to (A) any and all conditions imposed from time to time by airlines and sea, rail and road carriers, car rental companies, providers of accommodation, catering and other services or other facilities connected with a booking and such conditions will apply to the Client as if they were incorporated into these Conditions and (B) any law, direction or order imposed from time to time by any competent authority.

(iii) Some of the Third Party Conditions referred to above seek to exclude or limit the liability of the third party concerned: for example, the liability of airlines is subject to international conventions which govern and may limit liability to you in respect of compensation for death or personal injury, loss of or damage to baggage and personal items and delay. The limitations of liability are contained in your airline ticket(s) and form part of the terms and conditions which govern your carriage by air. You acknowledge that the terms and conditions which govern your carriage by air shall be deemed to be incorporated by reference into your Contract with the Company.

9. Complaints

Should the Client have any cause for complaint during the holiday, the Client must immediately inform the relevant supplier (e.g the hotelier, airline etc.) or the Company's resort representative (where applicable), who will endeavour to rectify the problem. In the unlikely event that matters cannot be resolved to the Client's satisfaction within resort, a complaint must be submitted in writing to Customer Services, Dnata Holidays, 1st Floor, Dubai Airline Centre, Sheikh Zayed Road, PO Box 1515, Dubai, UAE, within 30 days of return from the holiday. The Company will not consider complaints made outside this time period.

10. Prices

All fares and prices quoted here are indicative only and are correct at the time of printing. Such fares, prices and international rates of exchange are subject to change, which in turn may affect prices quoted here. In spite of a deposit or full payment being made, any such increase in price must also be paid by the passenger. If the increase is unacceptable, the Client retains the right to cancel his/her booking. However, attention is drawn to the possibility that some cancellation charges may be imposed covering the Company's cancellation costs. For Clients wishing to travel in Business and First Class, supplements are available on request.

If any term, condition or provision of these Booking Conditions is or becomes invalid, illegal or unenforceable, the validity, legality and enforceability of all other terms, conditions and provisions hereof shall not be in any way adversely affected thereby. The information contained herein is accurate at the time of publication. However, in the event of any difference between the products featured in Dnata Holidays brochure and those contained within these terms, kindly contact your Dnata Holidays representative for further information.

Booking Form

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Booking Reference	Frequent Flyer Number	Departure Date	Destination

Lead Passenger Details

Title	Forename	Surname
Address		P.O. Box
Email		
Home Telephone	Business Tel	Mobile

Passenger Names (as per passport)

Title	Forenames	Surname	Nationality	Passport Number	D.O.B.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Flight Details

Departure Date	From	Time	To	Time	Arrival Date	Travel Class	Airline
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Accommodation Details

Destination	Hotel/Cruise/Tour...	Room Type	No. of Rooms	No. of Nights	Meal Plan
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Special Requests*/Transfers/Optional Extras

<input type="text"/>
<input type="text"/>

*please note special requests are not guaranteed

Car Hire	Location	Time	Date
Pick up	<input type="text"/>	<input type="text"/>	<input type="text"/>
Drop off	<input type="text"/>	<input type="text"/>	<input type="text"/>
Special Requirements (car seat, extra driver, etc.)			
<input type="text"/>			
Car type (specify category) <input type="text"/>			

Travel Insurance

Supplied by Dnata Holidays	yes <input type="checkbox"/>	no <input type="checkbox"/>
Cover required	<input type="text"/>	
Alternative Insurance (please specify)	<input type="text"/>	
Policy Number	<input type="text"/>	Price <input type="text"/>

Payment Details - please tick as appropriate

Visa	Mastercard	Diners Club	AmEx	Total amount
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Card Number	<input type="text"/>			
Valid From:	<input type="text"/>	Expiry Date	<input type="text"/>	
Name & Address of Cardholder				
<input type="text"/>				
<input type="text"/>				

Signature Please attach front/back copy of credit card & drivers licence or passport

Holiday Cost

10% Deposit (minimum 350 AED) or full balance required if booked within 28 days of travel

Deposit	No. of passengers	<input type="text"/>	at	<input type="text"/>	=	<input type="text"/>
Insurance	Adults	<input type="text"/>	at	<input type="text"/>	=	<input type="text"/>
	Children	<input type="text"/>	at	<input type="text"/>	=	<input type="text"/>
Total amount included	<input type="text"/>					

2% credit charge applies

Declaration: I have read and understood the booking conditions and accept them on behalf of all persons listed. Persons listed are responsible for fulfilling immigration and health requirements

Signed

Date

When complete return to:
Dnata Holidays, Dnata Travel Centre, Sheikh Zayed Road, PO Box 1515, Dubai, U.A.E or fax (+971 4) 316 6491

Reservations (+971) 800 8118 161

